

# Our People Innovation

**WAY AHEAD**

*MOVING FORWARD*

**The MTA is transforming with a streamlined approach to centralized support functions that will serve Metro-North and the other operating agencies.**

## Transform How We Work

While these types of changes can be disruptive, we remain focused on improving productivity and taking pride in our work. We are actively working together on innovative ways in which we can work safer, smarter and more efficiently.

Moving Forward — we will:

- ▶ **Ensure a strong and collaborative partnership** between Metro-North and the newly transformed support functions at MTA headquarters
- ▶ **Explore new ways of working** together in the field, at facilities, in offices and remotely
- ▶ **Continue to partner with MTA's Chief Innovation Officer** to identify innovative ways to work more safely and efficiently and/or improve the customer experience
- ▶ **Promote best practices** and **knowledge sharing** across departments and work locations to increase productivity and efficiency
- ▶ Strengthen overtime management practices
- ▶ Review and **right-size operating functions** that remain at Metro-North

